

Select the best answer to complete the passage.

Since Invest-Pro Academy started offering classes three years ago, the marketing course --[1]-- the most popular of all training programs. We are currently searching for a marketing trainer to join our team. The successful applicant --[2]-- marketing strategy training sessions beginning next month. --[3]--. However, candidates with more than five years' experience --[4]-- as well. We will begin taking applications next week.

1. Question 1

- (A) will be
- (B) will have been
- (C) had been
- (D) has been

2. Question 2

- (A) leads
- (B) lead
- (C) will lead
- (D) has led

3. Question 3

- (A) There will be no other inquiries received.
- (B) He will be at next month's trade fair in Paris.
- (C) Applicants must hold a master's degree in business.
- (D) Computer training is required to keep employees up-to-dated.

4. Question 4

- (A) will be considered
- (B) consider
- (C) considered
- (D) have considered

Select the best answer to complete the passage.

867 Almond Street

Mison, 58987

Dear Mr. Hall,

We --[1]-- for the inconvenience you have experienced with the wireless mouse M102. I am writing to respond to your inquiry about our return policy. In order to return your item, you must have your original receipt and the item must be returned in its original packaging. This does not always mean that we --[2]-- the item, though. We will not accept returns if the package is damaged, and if the product does not have all parts included. However, upon receiving your package, we --[3]-- that the box was badly damaged. In addition, the charging cord provided in the original package was missing. As a result, we are unable to exchange your goods. We can only offer to fix the item at this time. --[4]--.

We look forward to hearing from you soon.

Jane Mauree

Customer Service

INN Computers

1. Question 1

- (A) are apologizing
- (B) have apologized
- (C) apologized
- (D) apologize

2. Question 2

- (A) refunded
- (B) refund
- (C) will refund
- (D) will have refunded



3. Question 3

- (A) find
- (B) will find
- (C) found
- (D) have found

4. Question 4

- (A) We will give refund if the product does not come to your expectations.
- (B) We spoke to you last week about return policy.
- (C) To return it to the producer, call the customer service.
- (D) To complete this service request, please call the warranty service hotline.